

NASA SHARED SERVICES CENTER

Purchase Card Program Service Delivery Guide

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Approved by

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Date

Document History Log

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Revision	A	May 5, 2006	Guide updated to reflect change in NASA on-line training site and update the workflow attached to this delivery guide.
Revision	B	January 17, 2007	Guide updated as a result of comprehensive review to validate activity. Information added to expand Agency Lead role for NSSC, replace website information, other editing changes and remove NSSC specific flowchart from the Appendix since that is only applicable to NSSC versus Agency Role.

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Purchase Card Program

Introduction

The NASA Shared Service Center (NSSC) overall objective of the Purchase (P-Card) program is to simplify the purchasing process for micro-purchases, improve cash payment management, streamline small purchase payment procedures, and to implement a cross-agency purchase card audit program. The NSSC performs the function of the Agency Lead P-Card Coordinator (APC). *The APC is responsible for ensuring the design & deployment of the purchase card process. The APC also serves as Contracting Officer and primary POC for the NASA Task Order awarded through General Services Administration (GSA) Smart Pay Contract to Bank of America. The APC has full authority to act on the behalf of NASA on issues related to the Purchase, Travel and Fleet Card Services received under the GSA Task Order.* NSSC, as the Agency Lead Purchase Card Coordinator, will ensure the following:

- *Primary POC for Agency level audits by IG and GAO.*
- *Develop/update Agency Internal Control and Audit Plan.*
- *Coordinate regular telecons and meetings with Center Agency Program Coordinators (CAPC) to discuss operational issues.*
- *Ensure P-Card/SAP related issues are discussed with Competency Center and leads to resolution. Issues associated with the purchase card data system (P-Card) are the responsibility of the Competency Center, and will be resolved by the Competency Center.*
- *Work on Agency level (and some Center level) operational issues with Bank of America.*
- *Create and maintain a Purchase Card Training Course on SATERN.*
- *Create and maintain an Agency Purchase Card website.*
- *Communicate with APC's across the Agency on current information about the need for Center level Purchase Card auditing including sending articles, guidelines (GAO guides, GSA guides, etc.) and generally encouraging regular audits of cardholder activity.*
- *Run Agency level audit reports (as needed) from Bank of America and NASA Purchase Card Solutions data systems for both internal and external customers.*
- *Investigate use of fraud detection/data mining software for Agency level auditing.*
- *Participate GSA Smart Pay Meetings (generally Quarterly in Washington, D.C.) to understand issues facing GSA and Agencies.*
- *Attend GSA Smart Pay Annual Conference and lead NASA Agency level breakout meeting at the conference.*
- *Participate in Quarterly Account Reviews with Bank of America and Purchase, Travel and Fleet leads.*
- *The APC will serve as the POC for external audits, such as those performed by the IG and GAO.*
- *Assist the Center APC by conducting audit at each Center, if required.*
- *Ensure each Center has initiated corrective actions.*

- *Ensure any corrective actions are initiated. Provide status of corrective actions.*

Monitor Center corrective action progress to completion.

- Purchase Cards are properly issued
- Cardholders are delegated and trained
- Purchase Cards are used properly and meet all Federal and Agency Requirements
- Purchase Card transactions are reconciled, approved, and paid on time

Centers retain the responsibility for issuing, monitoring, and auditing their purchase cards. The CAPC will remain the centers point of contact for all immediate p-card issues. Centers will be encouraged to support the NSSC in its efforts to:

- Determine best practices and procedures that could be adapted across the Agency.
- Facilitate and standardize an Agency P-Card audit program.
- Assist NASA Inspector General in Agency Program Audits.
- Assist in the development of common Agency P-Card training materials.

Research current purchase-card practices and develop policies to advance commonality and standardization of P-Card activities across the Agency.

Process – Purchase Card Program

Roles & Responsibilities

Roles and Responsibilities	Action	Tips/Notes
Step 1 (a) NSSC/CENTERS	Train new purchase cardholders and approving officials Output: Maintain and update P-Card Training Presentation on SATERN, as needed.	SATERN website: https://satern.nasa.gov
Step 1 (b) CENTERS	CAPCs shall monitor the number of p-cardholders in each organization; ensure that all p-cardholders and approving official are all trained and refreshed every 3 years.	All lost or stolen cards should be immediately reported to the bank vendor, currently Bank of America. Domestic 1-800-472-1424/ Outside US 1-757-441-4124(collect)
Step 2 NSSC/NASA Competency Center/CENTERS	NSSC will work with the Competency Center to load or import the p-card transactions from the bank vendor. CAPCs will manage their center's reconciliation process.	Note: Approving Officials are responsible for reconciling the cardholders' transactions if the cardholder is absent. Dispute Form is located at: https://www.gcsuthd.bankofamerica.com/forms/maintenance.asp -
Step 3 CENTERS NSSC/Centers	CAPCs shall monitor all of their p-cardholders, p-card transactions, and perform audits in accordance with center policy. NSSC will monitor center audit activities and perform additional audits as necessary. NSSC will coordinate with NASA HQ on OIG and GAO audits of the P-Card Program.	CAPC may contact the Agency Purchase Card Coordinator at anytime concerning any purchase card issues or questions.
Step 4 NSSC/CENTERS	CAPCs will complete their validation process and report any issues, card mis-use, delinquencies, etc. to the APC. Output: The NSSC-APC will also relay current policy changes, revisions, and/or implementations to the CAPCs on a continuum basis.	The NSSC APC will continue to communicate with the CAPCs through monthly telecons, site-visits, interviews, annual GSA conferences, and other necessary tag-ups to surmount all current and future purchase card issues.

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC	Procurement Services	HQ Office of Procurement, Procurement Officers, and Center Purchase Card Coordinators	Customer satisfaction feedback

Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

System Components

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
SAP-Core Financials			P-Solutions
P-Solutions	Allow for input of Purchase logs/track p-card transactions/account for funds used.		SAP

Contact Center Strategy

Menu Positioning

Upon calling 1-877-NSSC123 (1-877-677-2123), the NSSC menu will be presented through the Interactive Voice Response unit (IVR), which is a software application that accepts a combination of voice telephone input and touch-tone keypad selection and provides appropriate responses in the form of voice. Calls relating to Purchase Card are to be resolved at the Level 1 after the Initial menu introduction.

Contact Center Strategy

Call Routing

The majority of calls shall be handled by referring to the frequently asked questions provided by the P-Card Coordinator. For calls that can not be resolved at first contact, those questions will be referred to the IG POC.

Example 1:

- Level 1 (Contact Center)
- Level 2 (Skip to Step 3)
- Level 3 (IG)
 - Agency Purchase Card Program Coordinator
 - Alternate Agency Purchase Card Program Coordinator

Contact Center Strategy

Priority and Escalation

Remedy is the case management system for the NSSC. This system is capable of recording and assigning each customer request, "case", that comes into the contact center. The cases are assigned priorities and escalation routing based on pre-determined business rules.

There are no priority scenarios. Calls will be assigned and handled as received. All calls receive the highest priority attainable and are resolved as quickly as possible.
